



UNITED INDIA INSURANCE COMPANY LIMITED

PERIODIC DISCLOSURES - FORM NL-41

GRIEVANCE DISPOSAL

FOR QTR 1 2020-21

S.NO.	GRIEVANCE PARTICULARS	OPENING BALANCE AS ON 01.04.2020	ADDITIONS	REOPENED	COMPLAINTS DISPOSED DURING QTR 1 2020-21			COMPLAINTS PENDING AS ON 30.06.2020	TOTAL COMPLAINTS REGISTERED UPTO THE QUARTER
					FULLY ACCEPTED	PARTIALLY ACCEPTED	REJECTED		
1	Complaints made by customers								
a)	Proposal Related	0	1	0	1	0	0	0	1
b)	Claim	132	777	78	528	129	189	141	855
c)	Policy Related	6	205	3	152	24	24	14	208
d)	Premium	2	48	0	34	3	12	1	48
e)	Refund	7	19	1	19	2	3	3	20
f)	Coverage	0	13	0	7	3	1	2	13
g)	Cover Note Related	0	1	0	1	0	0	0	1
h)	Product	0	3	0	2	0	1	0	3
i)	Others	12	203	5	143	17	40	20	208
	Total No. of complaints	159	1270	87	887	178	270	181	1357
2	TOTAL NO OF POLICIES DURING PREVIOUS YEAR			4045765					
3	TOTAL NO OF CLAIMS DURING PREVIOUS YEAR			1311365					
4	TOTAL NO OF POLICIES DURING CURRENT YEAR			3015778					
5	TOTAL NO OF CLAIMS DURING CURRENT YEAR			574118					
6	TOTAL NO OF POLICY COMPLAINTS (CURRENT YEAR) PER 10000 POLICIES(CURRENT YEAR)			0.97					
7	TOTAL NO OF CLAIM COMPLAINTS (CURRENT YEAR) PER 10000 CLAIMS REGISTERED (CURRENT YEAR)			14.89					
8	DURATION WISE PENDING STATUS	COMPLAINTS MADE BY CUSTOMER		COMPLAINTS MADE BY INTERMEDIARIES		TOTAL			
a)	UPTO 7 DAYS	48	0	0	0	48			
b)	7 - 15 DAYS	30	0	0	0	30			
c)	15 - 30 DAYS	73	0	0	0	73			
d)	30 - 90 DAYS	15	0	0	0	15			
e)	90 DAYS & BEYOND	15	0	0	0	15			
	TOTAL NO. OF COMPLAINTS	181	0	0	0	181			